

MEETING MINUTES

August 16, 2007

GOVERNOR'S COMMITTEE FOR THE PURCHASE OF COMMODITIES AND SERVICES FROM THE HANDICAPPED

The meeting was called to order by Chairperson Penney Hall at 10:00 a.m., August 16, 2007 at the F. Ray Power Building, located at the West Virginia Division of Rehabilitation Services' office in Institute, West Virginia.

ATTENDANCE:

Committee: Penney Hall (Chairperson); Brenda Morford; Pete Cuffaro; John Liller; Everette Sullivan; Jan Smith; Ron Price, Executive Secretary; Carol Jarrett, Recording Secretary.

WVARF Staff: Glenn McEndree Chris Miller, Mike Turner

Public Attendance: Diane Holley, Department of Administration
Travis Cline, JSI
Mike Sieber, JSI
Larry Canterbury, Goodwill of Kanawha Valley
Lou Ann Summers, DRS
Elizabeth Sampson, Clay County Services Unlimited, Inc.
Earl Smith, Integrated Resources, Inc.
Kimberly B. Lewis, Goodwill Industries
John Posey, Prestera
Craig Greening, JCDC
Mary Jones, WVARF

Ms. Hall called the meeting to order.

Mr. McEndree said there was a correction to the minutes on the top of page 5, last sentence says "WVARF has the responsibility of posting the minutes of the Committee on their website". He said this should read "WVARF posts the minutes on their website." He said this is something they have routinely done and has never been officially assigned to them. Also, on page 5, Mr. Sullivan recommended taking out the sentence "We do have to be careful as we have to keep our costing within the FMP for providing the services in the community."

MOTION #1

Mr. Sullivan moved to accept the minutes with the corrections. Mr. Cuffaro seconded. Motion passed.

REPORT OF THE COMMITTEE CHAIR

Ms. Hall she had visited the Hancock County Sheltered Workshop's laundry services and was very impressed. She also reported she was doing two one hour sessions on the State Use Program at the Purchasing Conference

in October. She said Debra Lovely, DRS Director would be addressing the Committee at some point in the meeting.

EXECUTIVE SECRETARY REPORT:

July 31, 2007

\$ 1,170.67	- Annual Allocation
<u>405.35</u>	- Total Expenses
\$ 765.32	- Balance Remaining FY07

August 16, 2007

\$ 5,046.00	- Annual Allocation
<u>269.15</u>	- Total Expenses
\$ 4,776.85	- Balance Remaining FY08

EXECUTIVE DIRECTOR REPORT:

Mr. McEndree reported the WVARF sponsored “Operating and Managing a Successful Custodial Operation” workshop was held on July 30-31 in Charleston in which 33 people were in attendance. He said they had been given a timeline for implementation of the Statewide Laundry contract. All seven state hospitals will be joining the contract, including Veteran’s Administration Nursing Home. The total value of this contract is estimated to be \$1.5M and will employ 22 persons with disabilities. Implementation is as follows:

- a. September 1 – Hopemont
- b. October 1 – Manchin Clinic
- c. November 1 – Mildred Bateman
- d. December 1 - Lakin

He reported Mr. Miller had been negotiating a lower bank fee for credit card transactions. So far he has not been able to reduce the fee very much. However, he is still continuing to work on it.

Mr. McEndree reported both Mr. Turner’s Mike and Phil continue to do inspections and gathering information on pricing of all contracts. He said they not heard a definite timeframe for constructing new rest areas. He said there has not been any new activity in the lawsuit regarding the incident that occurred at one of the rest areas.

CONTRACT PRESENTATIONS:

There were no contracts to report.

CONTRACT COMPLAINTS:

Mr. McEndree reported there were 34 complaints filed between 7/1/06 and 6/30/07.

For the first two months of FY08, July and August, 2007 two complaints have been filed, one rest area and one Janitorial. Both have been resolved.

Buckhannon-Upshur Work Adjustment Center

Mr. McEndree reported Mr. P. Turner had conducted a follow-up inspection with the Department of Environmental Protection at Philippi. He found the building was acceptable.

Fairmont Office Building

Mr. McEndree said a follow-up inspection was made on August 8. He said progress has been made to correct the problems found in June.

Bottled Water

Mr. McEndree presented a letter from Emma Sue Smith with Green Acres Center regarding Bottled Water Operations. There have been no complaints in the past three months. He will ask her to be present at the September meeting for a quarterly report on operations.

Ms. Hall asked if WVARF could begin using the old complaint reporting form again because it makes it easier to track the complaints.

Presentation by Debra Lovely

Ms. Lovely said she had received a number of calls regarding shifting the CNA functions from WVARF to the Department of Administration. She said she had decided the best way to proceed was to put the services of the CNA out to bid. WVARF will continue to administer the program until the bid process is concluded. The Committee requested they be allowed to see the RFP prior to its release and to have input into its contents. Ms. Hall said the Committee could review it but Ms. Smith would have to be excused since she is a member of WVARF. The process will take about six weeks. There will be an evaluation committee to look at all the proposals received and to score them. 70% of the score is based on the technical aspects of the proposal and 30% on costs. The Committee requested one of its members is on the evaluation committee. Mr. Price said this is usually just state employees. WVARF and its members cannot be a part of the evaluation committee or even see the RFP prior to its release to the public because of a conflict of interest.

OLD BUSINESS:

CQI

Mr. McEndree reported 14 performance inspections were conducted from June 19 to July 5.

I-79 Rest Area South Burnsville – was a follow-up to an earlier complaint relating to the cleanliness of the facility. No issues were detected; this is the second follow-up visit.

I-79 Rest Area North Burnsville – was a follow-up to an earlier complaint relating to the cleanliness of the facility. No issues were detected; this is the second follow-up visit.

I-79 Rest Area South Meadowbrook – Inspection revealed no sufficient problems, the grounds, rest rooms, entryway and storage area was found to be acceptable. Work schedules, emergency phone listings and MSDS listings were available. Some lime residue was detected in the drinking fountains, otherwise the facility was acceptable.

I-79 Rest Area North Meadowbrook – buildup in the corners in men's rest room and dust on the window ledges was detected. Grounds were in good condition, the storage area was orderly and housed all work schedules, emergency telephone numbers and a MSDS listing.

I-79 Rest Area South Service – The grounds, including picnic tables were well maintained, some dust was discovered on the ledges in the restrooms and no MSDS listing was evident.

Bureau of Employment Programs, Parkersburg – Inspection conducted by Phil Turner accompanied by Kelly Conrad, Contract Manager for SW Resources. This facility is undergoing a renovation that will add approximately 4,000 square feet. Construction will be underway for the next 12 weeks and 2,000 square feet currently being cleaned will no longer need to be serviced. Arrangements will be made to adjust the contract to reflect the reductions and the additions when ready to go on-line. The EP Manager indicated that he was pleased with the level of service provided by SW; he would be very interested in having the contract adjusted to include the expendables such as paper products and cleaning supplies. A follow-up visit will be necessary to make adjustments to current contract.

Department of Highways District Headquarters, Parkersburg. The building is on an old industrial site and has not been very well maintained over the years, carpet worn, restrooms have rust on fixtures and other indicators of age rather than lack of cleanliness. The facility was judged to be acceptable.

Department of Highways, Materials Building, Parkersburg. Inspection conducted by Phil Turner, accompanied by Kelley Conrad. Staff was generally pleased with the service; they indicated a preference with one particular client as he was judged to be a very reliable and willing worker. DOH has recently added a large conference room and kitchen which is not included in the current contract. A follow-up visit is required to discuss the inclusion of the new space in the contract.

Department of Highways, Traffic and Utilities Building. Inspection conducted by Phil Turner, accompanied by Kelley Conrad. The conditions were very similar to the other buildings with the staff generally pleased and the building suffering somewhat from old age. Some dust was discovered in the ledges leading to the restrooms and the corners also needed attention.

DOH Office converted doublewide construction office. Inspection conducted by Phil Turner, accompanied by Kelley Conrad. DOH staff felt the level of service being provided now is acceptable; however, they did have difficulty with SW staff that had been previously assigned. When the problem was brought to the attention of SW, immediate action was taken to correct the problem.

I-77 Rest Area S. Williamstown. Inspection conducted by Phil Turner, accompanied by the Assistant Contract Manager of SW Resource. The building was very clean being judged as acceptable or above. One ongoing problem is the landscaping in the front of the building. The Williamstown mayor was very vocal in her concern over the unfinished lawn and let her feelings be known.

General Services Building, Parkersburg, inspection conducted by Phil Turner accompanied by Kelley Conrad. This building is an older building obtained and renovated by the Division of General Services. It houses five state agencies. The two complaints that were evident were scuff marks on the wallpaper in the interior stair wells and a problem with the cleanliness of the stairwell just inside the front entrance. The front steps were granite or some similar type of stone and years ago a wrong type of cleaning material was used which damaged the stone, short of replacement the problem will likely not go away no matter how well they are cleaned.

General Services Building, Weirton, Hancock County, the DHHR, DRS, DMV, Tax Department and two other small state offices occupy the building. DMV, DRS and the Tax Department were very pleased with the level of cleanliness in their offices; however, the same was not true for DHHR. Complaints include allegations that cleaning staff arrive at 4:30 p.m. and sit around and drink coffee or sit outside rather than doing their job, supervisor does a poor job, an all male cleaning staff is employed, bathrooms are dirty and smelly, break area and waiting areas are not cleaned, phone calls to the workshop are never answered. There were some small stains on carpet in the interior offices and waiting room; however, did not observe the other problems detailed. The situation was discussed Hancock County Sheltered Workshop Assistant Director, Mike Hagg, who indicated that he had addressed all these complaints previously and felt the situation was blown out of proportion. Mr. Hagg said he had previously met DHHR managers at 7:30 a.m. prior to the beginning of DHHR's work day, to determine if the building had not been properly cleaned the night before and is willing to do so again. He has been and still is willing to address any problem that proves to be a problem.

Stream Access Department of Natural Resources, inspected two sites located in Harrison County near the town of West Milford and one site located on State Route 73 near Morgantown. Service provider is Pac Tec. Inc. All sites were judged to be acceptable. Files were reviewed to determine if the required monthly visitation reports had been filed with both DNR and WVARF, all were in proper order.

FINANCIAL REPORT:

Mr. Miller reported the over 60 days accounts receivables on July 30, 2007, were \$80,666, about 6.88% of the total receivables

Ms. Hall reported the State Use profit for 2007 looks to be about \$98,187.25. There was a projection that WVARF would lose about \$44,000.

FY '08 Budget

No new budget was presented.

NEW BUSINESS

Ms. Hall reported she had received grievances regarding the Committee's actions at its July 19 meeting. The grievances were from Seneca Designs and Goodwill Industries of KYOWVA Area. She asked if these were relevant in light of Ms. Lovely's decision to bid out the CNA services. The Committee asked Ms. Lewis from Goodwill if here concerns were eliminated and if she had gotten the relief she had sought by Ms. Lovely's action. Ms. Lewis stated while partial relief was granted she still had concerns and questions regarding the process the Committee used to make its decision.

The Committee instructed Ms. Hall to write a letter to both of the grievants detailing Ms. Lovely's decision to put the services of the CNA out to bid. The letter should ask them if they still want their grievance heard and if so on what grounds. The Committee will discuss this issue again at its September meeting.

Ms. Hall reported the Department of Administration is going to develop a Governor's Committee website. She said she needs from WVARF all the past minutes and the annual reports of the Committee so they can be on the website. She said it will take a couple of months or more before the website is up and running.

MOTION #2

Mr. Liller moved to adjourn. Mr. Sullivan seconded.